

Terms of reference: Operations Group

Purpose

The group is responsible for the work programme taken by Healthwatch Sefton and ensuring the work delivered is effective and influential.

Membership.

Membership of the group will comprise;

Chair of Healthwatch Sefton

Ten individuals (covering the locality areas across Sefton), who have signed up as an individual community member of Healthwatch Sefton and live in Sefton:

North Southport
Central Southport
South Southport (Ainsdale & Birkdale)
Formby
Hightown (& Ince Blundell)
Crosby
Seaforth & Litherland
Bootle
Netherton
Maghull

Children and Young people

Every Child Matters Forum
Sefton Parent Carers Forum
Sefton Young Advisors

Older Citizens

Sefton Partnership for Older Citizens (SPOC)



Equality, Diversity and Inclusion.

Healthwatch Sefton Equalities Director.
Transforming Care Co Production Board
Sefton Carers Centre
Health & Social Care Forum

- All group members must be aged 16 years or over.
- The group can agree co-options of individuals or representatives from other networks/ Voluntary, Community and Faith Sector groups to balance the membership or bring specific knowledge/expertise
- If a group member would like to invite an individual from their Forum/Network/locality area to help them to respond to an item on a meeting agenda, this can be arranged in advance with the Chair/ Healthwatch Sefton Manager.
- All members shall serve for an initial period of 36 months (3 years) and will be eligible to stand for re-appointment.

Note

- An employee of Healthwatch Sefton or a close relative of an employee may not be a group member.
- Operations group members may not be Elected Members of Sefton MBC.

Chair of the Operations Group

The appointed Chair of Healthwatch Sefton will chair meetings. A nominated Director or member will chair meetings in the absence of the Chair.

Role and decision making

- Determine how new issues will be reviewed and included onto the main work plan or key action log.
- Ensure the issues on the work plan are progressed in a timely manner and are engaging with identified stakeholders as required.
- Authorising representation at meetings/events.
- Gain an update on issues identified from committees and meetings represented and any actions required.
- Agreeing involvement in engagement and consultation events.

- Authorisation of reports and Enter and View visits.
- The agenda for the group will not include items for guest speakers to attend. If a guest speaker is needed or a stakeholder asks to present, this request will be considered by the Chair/members of the group. They will decide if time can be allocated to a meeting agenda or a separate meeting arranged which Community Champions/Community members and Board members will also be invited to attend.

It is hoped that at meetings of the Operations Group, agreement can be reached by consensus.

When consensus cannot be reached then a vote will be taken. A record of the vote shall be kept to allow accurate recording of the groups position and to allow members to register their disagreement.

Quorum

There shall be a quorum when at least 5 members are present at any group meeting.

Frequency of meetings

- Meetings will be held bi-monthly and reviewed as required.
- Meetings will last no longer than 2 hours.

Non-attendance

- Members to provide adequate notice and apologies when unable to attend.
- Any individual who does not attend 3 consecutive meetings will be deemed to have left the group unless there are extenuating circumstances explained to the Manager and the group agrees that the member can stay on the group.
- The group may decide to call for a different nominated person from a network/forum if the original person is no longer available.

Responsibility of members/Conduct

Operations Group members are expected to:

- Sign up to and follow the 'Healthwatch Sefton Code of Conduct policy'. Should concerns about standards of conduct regarding a group member be raised, the matter will be dealt with using the Standards of Conduct Procedure.
- Adhere to Healthwatch Sefton policies and procedures and follow the Seven principles of public life also known as 'The Nolan Principles' (Appendix one).
- Declare any relevant interests in discussions. Conflicts of interest must be declared at the beginning of taking up the role and also at any meetings before business is discussed that might prove to have a conflict of interest for the member concerned.
- To treat all information gained by virtue of being a group member in strictest confidence while promoting an ethos of openness and accountability.
- To abide by and promote Healthwatch Sefton commitment to equality.
- To read all papers and reports in advance of meetings and raise questions about any areas which require clarification or further information.
- Have access to an email account and the internet but alternative formats will be available from the Healthwatch Staff team based on individual need.
- To support all decisions taken by the group.

Training

- An induction meeting will be held with new group members.
- In addition, Healthwatch Sefton will arrange appropriate training for any identified needs.

Expenses

- Group members will not be paid but they will be eligible to claim the costs of all reasonable out of pocket expenses incurred in carrying out their duties. Expenses should be claimed within one month of the activity. Healthwatch Sefton has an expenses policy which should be referred to.

Working Groups/ Task and Finish Groups

- The group may set up working groups/ Task and Finish Groups as necessary, with the agreement of members, in order to consider specific areas where there would not be time within the main meeting agenda/progress a priority area.
- People who wish to volunteer their time on working groups will be recruited from the wider community membership. Representatives from other groups/ bodies/organisations who bring specialist knowledge or expertise to the area of work will also be sought for working groups as relevant.
- The conduct of volunteers involved in working groups is governed by the Code of Conduct and Register of Interest policies. Volunteers should have due regard to all other policies and procedures.
- Working groups/task and finish groups should refer matters for ratification to the group. The group will authorise: proposals for Enter and View and any reports, recommendations or findings. Working groups will usually be able to make decisions about what information to request to support or as part of their work but all requests must be processed by the Healthwatch Sefton staff team.
- The group will consider any recommendations or issues that working groups believe should be added to the work programme.

Administrative Support.

- Administrative support will be provided via the Healthwatch Sefton staff team.

Policy reviewed: August 2024

Review Date: August 2025

Appendix one: The seven Principles of Public Life.

The seven principles of public life (also known as the Nolan Principles) apply to anyone who works as a public office-holder. This includes people who are elected or appointed to public office, nationally and locally, and all people appointed to work in the civil service; local government; the police; the courts and probation services; non-departmental public bodies; health, education and social and care services

The principles also apply to all those in other sectors that deliver public services.

1.1 Selflessness

Holders of public office should act solely in terms of the public interest.

1.2. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

1.3. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

1.4. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

1.5. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the

public unless there are clear and lawful reasons for so doing.

1.6. Honesty

Holders of public office should be truthful.

1.7. Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.